

Plain English

CUPBOARDMAKERS

JOB DESCRIPTION – SHOWROOM & DESIGN ASSISTANT

About Plain English:

Plain English is a design studio renowned for handcrafted joinery defined by elegant simplicity, natural materials and meticulous detail. At our core is an absolute commitment to authenticity, timeless elegance and the highest level of craftsmanship.

Today, Plain English designs grace the homes of historic to contemporary settings, from country estates to city pied-a-terre, from grandly spacious to challengingly bijou. While still rooted in the Suffolk landscape where we first began, we have built up an enthusiastic following across the globe, which applauds our uncompromising approach to delivering – and surpassing – the rooms of which our clients dream.

Job Summary:

Plain English has been making kitchens and other rooms since 1992. Every project begins the same way: an enquiry, a visit to our flagship showroom on Pimlico Road, and a conversation.

This role sits at the very start of that process. Before a designer is allocated, before drawings are prepared and a design vision becomes realised, there is this: a client walking through the door, and the person who greets them. You will be responsible for the day-to-day presentation and running of the showroom, and for ensuring that first interaction is handled well. That means welcoming clients, making them feel comfortable, understanding what they are looking for, and gathering the information (plans, timelines, contact details) that the team needs to qualify an enquiry and get the process moving. It is the most important step in the journey – setting the tone for everything that follows

The role suits someone organised and personable, with an interest in interiors and a careful eye for detail. You will work closely with our Showroom and Design Studio Manager and the wider design team, picking up hands-on experience across the full project journey, from first enquiry through to installation.

Key Responsibilities:

Showroom & Client Experience

- Support the Showroom and Design Studio Manager in the smooth day-to-day running of the showroom, keeping everything organised and running to a high standard.
- Ensure the showroom is immaculate and beautifully presented at all times, a space our clients are proud to visit.
- Prepare for client meetings: organise samples, drawings, materials, and ensure meeting spaces are ready.
- Welcome all visitors warmly and professionally, gathering key client information and making confident introductions to the design team.
- Follow up with clients to request plans, drawings, and any information needed to progress their enquiries.
- Keep accurate, up-to-date records of all visitors, enquiries, and appointments.

Design & Studio Support

- Work alongside the Junior Designer and wider design team to support the preparation of layouts, appliance schedules, and client presentations.
- Collect, organise, and print drawings and reference materials ahead of design meetings.
- Assist with presentation pack preparation and general design administration, helping projects move forward efficiently.

General Support

- Provide flexible, reliable support to the wider team, including light administrative tasks such as supplier drop-offs and collections as needed.
- Bring a proactive, can-do approach to every part of the role.

About You:

- Friendly, confident, and professional, someone who makes a great first impression and puts clients at ease.
- Highly organised, with strong attention to detail and a commitment to doing things properly.
- Proactive and reliable, happy taking ownership of day-to-day tasks without being asked twice.
- Comfortable in a client-facing, fast-paced environment where no two days are the same.
- Genuinely interested in interiors, architecture, and craftsmanship, with an appreciation for the care that goes into every Plain English project.

- Confident with basic software (Adobe Creative Suite, Outlook, CRM tools), and keen to develop your design and presentation skills over time.
- A true team player, ready to support Designers, the Showroom and Design Studio Manager, and everyone around you.

Benefits:

20 days holiday, plus closure over Christmas and bank holidays. We also offer a cycle-to-work scheme and a monthly discretionary team bonus tied to sales performance.

This role is full-time at our Pimlico Road showroom, Monday to Friday, 9.30am to 5.30pm with an hour for lunch. Salary is £25,000 to £30,000 depending on experience and background, and you will be included in our monthly discretionary team bonus, tied to showroom sales performance.

*To apply, please send your CV and a covering letter to **ben@plainenglishdesign.co.uk**. If you have examples of design work, do include them.*